



## UNIFIED COMMUNICATIONS POST-MIGRATION INSTRUCTIONS

### (PURPOSE):

---

The purpose of this document is to prepare the email user for post email migration activities to ensure a successful email migration with no loss of functionality in the Outlook client, Outlook Web Access, and Smart phone set up. Please note the following designations to highlight information in this document:



#### ***Important Information***



#### ***Actions Required of the User***

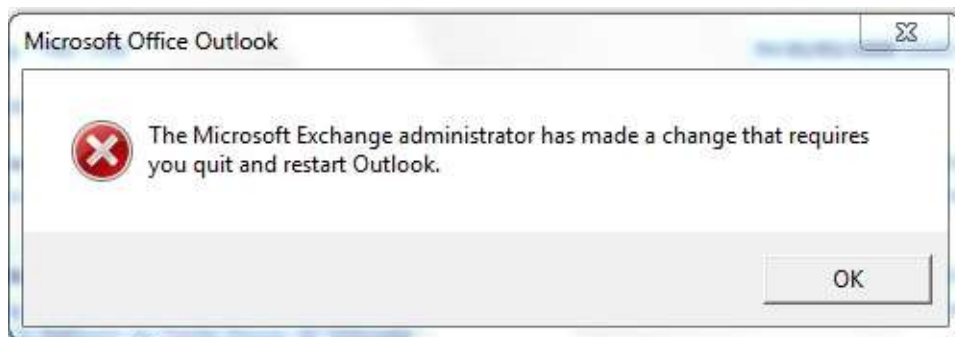
### (SECTION 1): OUTLOOK INSTRUCTIONS

---

*You can continue to use your current mailbox as usual until your mailbox is migrated to Exchange Online. After your mailbox has been migrated, you will receive a pop-up message in Outlook to restart Outlook.*



*Please wait about 15 minutes after you receive the below pop-up and then Shut Down and Restart your computer. (Most users don't even realize that the service has changed at all. You do not need to go to the web to read your email if you are using Outlook. Just continue using Outlook like you did before.)*

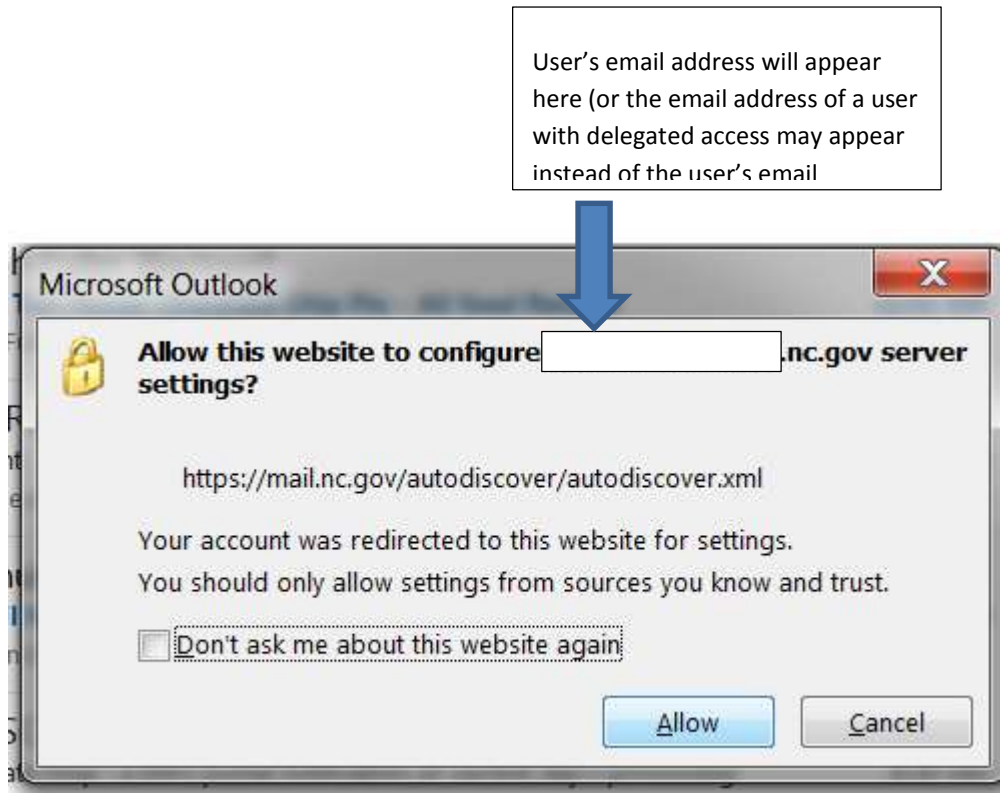


*Your username will be your Email address and your password will be your NCID password.*



★ *Note: You cannot open another user's Calendar, other folders or a Shared Mailbox if they've not been migrated yet.*

- *Once you start Outlook you will receive the following pop-up.*



User's email address will appear here (or the email address of a user with delegated access may appear instead of the user's email)

➡ Please check the box ☐ **Don't ask me about this website again** and then, select **Allow**.

When prompted for your credentials, please enter your email address and your NCID password.

★ **Please Note:** It is not uncommon for a user to see additional instances of the Pop-up Notification to Restart Outlook if the profile has not completed redirection and the user has restarted Outlook and logged in.

## (SECTION 2): OUTLOOK WEB APPLICATION SET UP

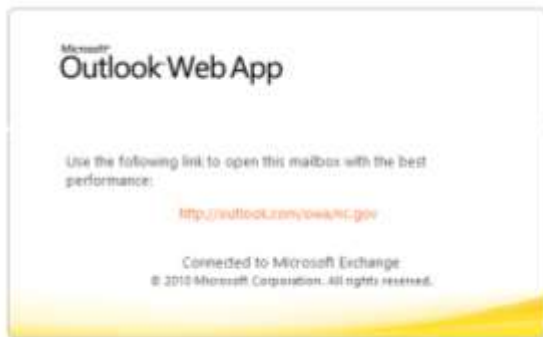
➡ You will need to set up the Outlook Web Application in order to access the O365 portal where you can download software, obtain information about your O365 license and other information.



★ After migration, if you go to <https://mail.nc.gov/> you will be redirected to <https://outlook.com/owa/nc.gov>

➡ Please bookmark this new OWA URL <https://outlook.com/owa/nc.gov>

Once bookmarked, the user will be redirected after typing in their email address to the Office 365 Portal. You will need to enter your email address on the main O365 Portal and then you will be redirected to enter your email address and password.

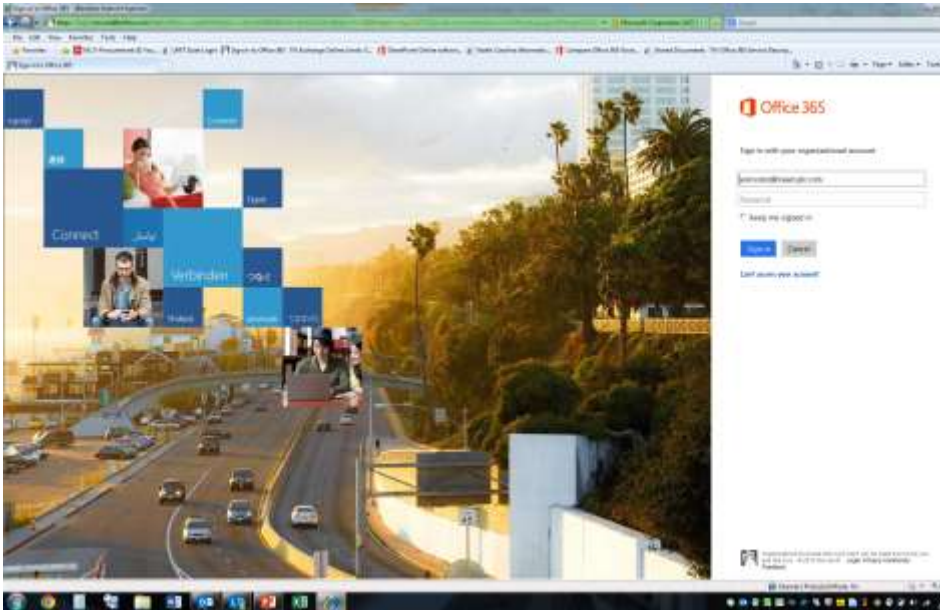


Sign in:

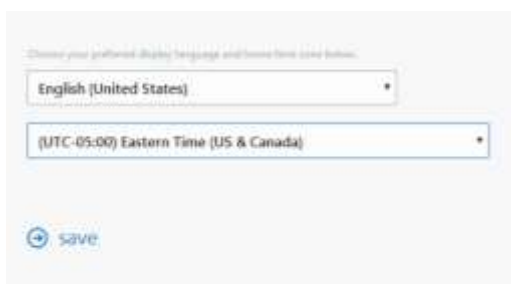
The image shows a "Sign In" form for the "State of North Carolina Office 365". The form has a light gray header with the text "Sign In". Below the header, the text "State of North Carolina Office 365" is displayed. The main form area has a light gray border and contains the text "Type your user name and password,". Below this text are two input fields: "User name:" and "Password:". The "User name:" field has a placeholder text "Example: Domain\username". Below the input fields is a "Sign in" button.



Or you may see this Portal below once you bookmark the site.



Choose Language and Time Zone. This only happens the first time in the portal.



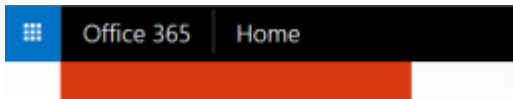
You are now in the Office 365 Portal. Here, you will find your use (OWA) Apps like Outlook Email, Calendar and other Office 365 services.

If you do not see this tool bar across the top (see next page)





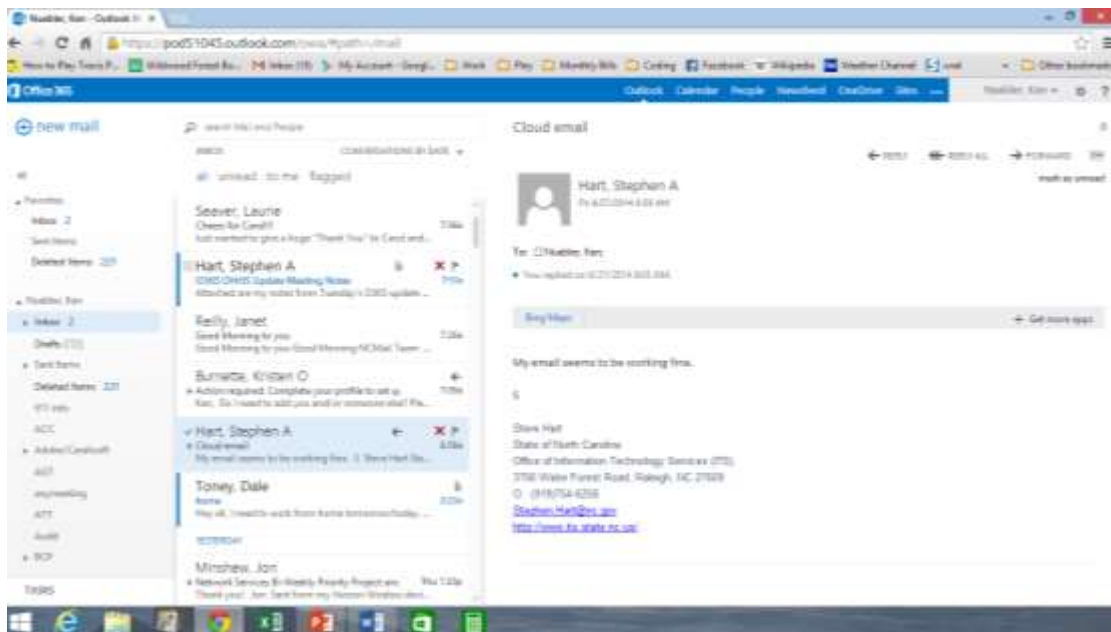
➡ Go to the upper left corner and click on the 3x3 dots, then click on the application you want to use.



Please note that One Drive, Newsfeeds, and SharePoint are not turned on yet.



The image below is what Outlook email looks like when using OWA rather than the Outlook client.





### (SECTION 3) ARCHIVE CHANGES

---



You may click the below URL to see the new Microsoft O365 Exchange Online Archiving service description.

- [Exchange Online Archiving Service Description](#)



Each Mailbox being moved to Office 365 will be put on permanent Litigation hold so you will not be able to delete messages. Unless specified by your Agency, your email will be saved for 5 years based on Executive Order 12. If your mail needs to be kept longer than 5 years, please have your Agency CIO put a service request in to change the default 5-year policy.

- New e-mails, calendar events, notes and mail in mailbox folders will remain in your Inbox for 1 year
- After 1 year, emails, calendar events, and notes will move to the Online Archive Folder and the Calendar- Online Archive folder.
- Once your Mimosa archive is migrated, it will show up in the Online Archive folder.

Warning - There may be 1-2 months before your Mimosa archive data is migrated to the Online Archive folder.



To find your Pre-Migration emails, you will need to access your Mimosa Archive using the following instructions.

To access pre-migration messages

- Go to <https://archive.nc.gov/nearpoint/client/default.aspx>

OR

- Go to your Mimosa folder
  - You will need IE 9 or 10. If you use IE 10 you will need to add archive.nc.gov in the sites section under compatibility mode

**To log In to Mimosa Archive for pre-migration emails:**



You MUST login using the format of "ncmail\<insert your NCID username>" instead of your e-mail address ex. Ncmal\jlreilly



**Please Note • Internet Explorer Version 11:** The integration of IE 11 and Outlook, is not compatible with Mimosa. You will need to access your Mimosa archive directly by opening a web browser and going to <https://archive.nc.gov/nearpoint/client/default.aspx>



### Restoring messages

The Mimosa service is still on premise at OITS. **Since your mailbox has been migrated to Office 365 e-mail, Mimosa will be unable to restore messages directly to your mailbox.**

You can restore messages or folders to a PST file that can be opened through your Outlook e-mail client.



To restore a PST file, you would select the folders or the individual message items using the same process as you restored messages to your mailbox **but** instead of restoring to your mailbox, you would click on the restore dropdown in browse tab and pick either "Restore Message(s) to PST" or "Restore Folder(s) to PST".

Once you have started a restore job, you can check on the PST export progress or download a completed PST file by going to the "View task history" Screen.

To do this, you would go into your Mimosa archive, hover over the "Options" drop-down, and then choose "View task history".

In the pop-up dialog box, you will be asked for the below items.

- **Restore Job Name:** \*\*This is your preference. Helps in identifying a specific job.
- **Restore Options:** \*\*If you opened the restore window from the browse menu, you would pick "Restore All Checked Items".
- **PST Properties:**
  - **PST File Name:** \*\*This is the name of the file that you will download to your PC
  - **Outlook Display Name:** \*\*Your description. Helps with identifying the PST contents when opened in Outlook
  - **Password & Confirm PST Password:** \*\*Optional
- **Folder Hierarchy:** Restore items with original folder hierarchy: \*\*If the original message folder location isn't needed, you would leave this box unchecked.



## ★ After Archive Migration from Mimosa Archive to O365 Archive Online has Completed

E-mails archived in Office 365 and e-mails previously in Mimosa, will be available through in the Online Archive folder in the user's Office 365 mailbox. Accessing Mimosa will no longer be necessary once you are informed that all mail has been migrated. After you are informed that you are 100% complete, the user can delete their Mimosa folder.

### (SECTION 4): SMART PHONE/IPAD SET UP

---

#### Existing Users:

➡ In the phone setup profile, existing users will need to change their target server from **mail.nc.gov** to **outlook.office365.com**

Below is information for new user setup.

#### ➡ iPhone, iPad, or iPod Touch

1. Use the following steps to set-up email on your iPhone, iPad, or iPod Touch
  - a. If this is the first email account on your iPhone, tap Mail. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.
  - b. Tap Settings > Mail, Contacts, Calendars > Add Account.
  - c. Tap Microsoft Exchange.
  - d. You don't need to type anything in the Domain box. Type the information requested in the Email, Username, and Password boxes. You need to type your full email address in the Email and Username boxes (for example, [myemailaddress@nc.gov](mailto:myemailaddress@nc.gov) ).
  - e. Server is **outlook.office365.com**
  - f. Tap Next on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account.

#### ➡ Android OS

1. Use the following steps to set-up email on your Android
  - a. From the Applications menu, select Email. This application may be named Mail on some versions of Android.
  - b. Type your full email address, for example [tony@contoso.com](mailto:tony@contoso.com), and your password, and then select Next.
  - c. Select Exchange account. This option may be named Exchange ActiveSync on some versions of Android.
  - d. Enter the following account information and select Next.
  - e. **Domain\Username:** Type your full email address in this box. If Domain and Username are separate text boxes in your version of Android, leave the Domain box empty and type your full email address in the Username box.
  - f. **NOTE:** On some versions of Android, you must use the domain\username format. For example, if your email address is [tony@contoso.com](mailto:tony@contoso.com), type contoso.com\tony@contoso.com. Your username is your full email address.
  - g. **Password** Use the password that you use to access your account.





- h. Exchange Server Use the address of your Exchange server. If you're connecting to your Office 365 email, use **outlook.office365.com** for your server name.
- i. Select Next and then type a name for this account and the name you want displayed when you send e-mail to others. Select Done to complete the email setup and start using your account.
- j. NOTE: You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.



## Windows Phone 7 or 8

1. Use the following steps to configure a connection on a Windows Phone 7 or 8. If you already have an Outlook email account configured, include step d.
  - a. Press the Windows button to return to home.
  - b. Slide right and then up, and select Settings.
  - c. Select email & accounts.
  - d. Press and hold on your existing account and tap 'Delete'
  - e. Click add an account.
  - f. Select Outlook.
  - g. Enter your email address (for example, [michael@contoso.com](mailto:michael@contoso.com))
  - h. Enter your password (with single sign-on this would be the same as your NCID/Active Directory password).
  - i. Click Sign in.



For more information about mobile device configuration please see:

[Set up email on Apple iPhone, iPad, and iPod Touch](#)

[Set up email on a BlackBerry](#)

[Set up email on Windows Phone](#)

[Set up email on an Android phone or tablet](#)



Troubleshooting mobile devices with Exchange Online:

<http://support.microsoft.com/kb/2427193/en-us>



## (SECTION 5): TRAINING

Outlook 2013 and other Office 2013 training can be found in the NC Learning Management system by *selecting the Learning tab - Microsoft Training* or going to search window and typing 0365.

The image shows two screenshots of the NC Learning Center website. The top screenshot shows the main navigation menu with the 'Learning' tab highlighted. A red arrow points to the 'Learning' tab, and a yellow box highlights the 'Microsoft Training' link in the dropdown menu. The bottom screenshot shows the 'Office training' section with featured tutorials for Word 2013, Excel 2013, and Outlook 2013, and a grid of training modules for various Office 2013 applications.

**Top Screenshot: NC Learning Center Home Page**

- Search bar:  Search
- Navigation Menu: Home, **Learning**, My Team, Reports, ILT Admin, Content, Admin, Integration Suite, mySuccess, New Connect
- Learning Tab Dropdown:
  - View Your Transcript
  - Leadership Training
  - Events Calendar
  - Interests and Watchlists
  - Browse for Training
  - Manage My Team
  - Microsoft Training and Transcript**
- Buttons: Event Calendar, My Task List
- Featured Content: Browse for Training, Connect, Click the Program icons to view the Web Page (CDM, APM/MEP, Skills for Right, Tutor Certification, Leading AACE Loans, PPS, Post-Web Tech, After Action Plan, Coming Soon!)

**Bottom Screenshot: Office training Featured tutorials**

- Office training Featured tutorials
- First words in Word 2013 (Watch online)
- First workbook in Excel 2013 (Watch online)
- Calendar basics in Outlook 2013 (Watch online)
- Training for the 2013 applications
  - Excel, Access, Publisher, Outlook, Lync, SharePoint, PowerPoint, OneNote, Visio, Word, Project